Release Notes for Cisco QAM Gateway Manager for Release 1.0

October 1, 2004

The Cisco QAM Gateway Manager (Cisco QGM) is a PC-based graphical user interface (GUI) element management application to be used with Cisco uMG9800 series QAM gateway products, the Cisco uMG9820 QAM Gateway and the Cisco uMG9850 QAM Module. This SNMP-based Java application is used for basic configuration, monitoring, and troubleshooting, and also includes hierarchical views of devices and their components, as well as a Telnet interface to the managed devices.

This document describes system and software requirements, hardware and software support, known limitations, and available documentation for Cisco QAM Gateway Manager, Release 1.0.

Tip   Use this document online. This document provides hyperlinks to related documents and websites.

Contents

These release notes discuss the following topics:

CISCO SYSTEMS

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System Requirements

This section describes the system requirements for Cisco QAM Gateway Manager, Release 1.0.

Minimum System Requirements

Table 1 lists the minimum system requirements for Cisco QGM running on the Microsoft Windows platform. Table 2 lists Java system requirements.

Table 1   Microsoft Windows System Requirements

Specification	Requirement
Processor	600 MHz
Operating System	Microsoft Windows 2000
Available disk space	10 MB
Memory	256 MB
Additional software	Zip/unzip utility

Table 2   Java System Requirements

Specification	Requirement
Java 2 Platform	Standard Edition, v.1.4.2
Available disk space for required Java software	70 MB

Determining the Software Version

The software version can be determined by choosing **Help > About** in the Cisco QGM application.

Upgrading to a New Software Release

This is the initial release of this product.

Supported Hardware and Software

Table 3 on page 3 lists the hardware and software supported by Cisco QGM, Release 1.0.

Table 3   Supported Hardware

	Product Number	Description	Minimum Software Release	Notes
Cisco Catalyst Switches	WS-C4506	Cisco Catalyst 4506 switch chassis	12.1(20)EU1	
	WS-C4507R	Cisco Catalyst 4507R switch chassis	12.1(20)EU1	
Cisco uMG9850 QAM Module	WS-X4712-UMG9850	QAM card for Cisco Catalyst 4500 series switches	12.1(20)EU1	Used in Cisco Catalyst 4506 and Cisco Catalyst 4507R switches
Cisco uMG9820 QAM Gateway	uMG9820-SYS-AC	Cisco QAM Gateway system	Release 2.2	

New and Changed Information

This is the initial release of this product.

Installing Software

Cisco QGM uses the Java Runtime Environment (JRE). Both Cisco QGM and JRE can be downloaded without charge from the Internet.

This section presents the following tasks:

- Downloading and Starting Cisco QAM Gateway Manager
- Downloading and Installing the Java Runtime Environment (JRE)

Note   The following instructions assume the use of Microsoft Internet Explorer.

Downloading and Starting Cisco QAM Gateway Manager

To download the Cisco QAM Gateway Manager application from Cisco.com:

Step 1   Access the Cisco QGM installation file.

    a.   Go to the following URL:

        http://www.cisco.com/cgi-bin/tablebuild.pl/qam-gateway

    b.   Click on the following file:

        CQM1.0.zip

        The unzip window appears.

Step 2   Select all files by choosing **Actions > Select All**.

Step 3   Click **Extract**

Step 4 Enter a destination drive and directory where you want the files to be located, for example, C:\cqm_install.

Step 5 Click **Extract**.

To install and start Cisco QAM Gateway Manager:

Step 1 Ensure that the appropriate Java software is installed on the PC. (See Downloading and Installing the Java Runtime Environment (JRE), page 4.) Cisco QGM cannot be used until the Java software is installed.

Step 2 Use Windows Explorer to find and open the C:\cqm_install directory.

Step 3 Click on the cqm.bat file.

The Cisco QGM application is installed and started.

> **Note** Start the application each time by clicking on cqm.bat in the C:\cqm_install directory.

If you prefer to launch Cisco QGM from the desktop, copy the cqm.bat file from the directory by right-clicking on the file and choosing **Copy**, then right-clicking on the desktop and choosing **Paste Shortcut**.

Downloading and Installing the Java Runtime Environment (JRE)

Before using Cisco QAM Gateway Manager, you must have Java Standard Edition, version 1.4.2 installed.

Step 1 Confirm whether your PC already has Java installed, and if so, which version.

a. Open a command prompt window (Start > Programs > Accessories > Command Prompt) and enter the following:

```
java -version
```

b. Confirm that the following appears:

```
java version "1.4.2_05"
Java(TM) 2 Runtime Environment, Standard Edition (build 1.4.2_05-b04)
Java HotSpot(TM) Client VM (build 1.4.2_05-b04, mixed mode)
```

c. If the above appears, you have the correct version of Java. Proceed to Downloading and Starting Cisco QAM Gateway Manager, page 3.

d. If the above does not appear, or a different version of Java is listed, proceed to Step 2, below.

Step 2 Access the appropriate JRE file.

> **Note** You may be prompted by multiple security warnings. Choose **Yes** when prompted.

      a. Go to the following URL:

          http://java.sun.com/j2se/1.4.2/download.html

      b. Choose **Download J2SE JRE**.

      c. Accept the License Agreement.

          The download options appear.

      d. In the Microsoft Windows platform section choose **Windows Installation, Multi-Language**.

          The File Download window appears.

Step 3 Download the Java JRE software.

      a. Choose **Save this program to disk**.

      b. For convenience, save the file to your desktop.

Step 4 Install the Java software.

      a. Double-click the file you saved in Step 3b above. The name of the file is j2re-1_4_2_05-windows-i586-p-iftw.exe.

          An installer window appears.

      b. Accept the defaults and choose **Typical Install**.

Removing Cisco QAM Gateway Manager from the PC

To remove Cisco QAM Gateway Manager from the PC, use Windows Explorer to find and delete the C:\cqm_install directory.

Removing Java Software from the PC

To remove the Java software from the PC, choose **Start > Settings > Control Panel > Add/Remove Programs** and select the Java application.

Limitations and Restrictions

There are no limitations or restrictions in this release.

Caveats

Open Caveats—Release 1.0

This section describes occasional nonstandard behavior in Release 1.0.

- CSCee58090

  (Cisco uMG9850 configuration only) After changing the Ethernet switchport status from **switchport** to **routed** in the Ethernet Port view, the VLAN field remains populated, and an IP address cannot be set.

  The workaround is to use the Telnet window to set the switchport status, IP address, and subnet mask of an Ethernet port.

- CSCef16122

  (Cisco uMG9820 QAM Gateway configuration only) It is not possible to set the Ethernet port IP address or subnet mask.

  The workaround is to use the Telnet window and the **ip-address** interface CLI command to set these parameters.

- CSCef30501

  When the "Save to startup configuration" check box is selected when Simple Network Management Protocol (SNMP) is configured, all changes are automatically written to the startup configuration for that device. If an error occurs as the result of writing to the startup configuration, the user is not notified with an error message.

  The workaround is to either:

  - Select **Save All and Quit** when exiting Cisco QAM Gateway Manager, or
  - Select and right-click on the device in the navigation tree and choose **Copy Running to Startup**.

  If an error occurs when writing to the device when using these procedures, an error message is displayed.

- CSCef60969

  When the Add Device operation fails, the error dialog box cannot be closed by clicking **OK**.

  The workaround is to click on the X in the upper-right corner of the dialog box to close it.

- CSCef61071

  (Cisco uMG9820 QAM Gateway configuration only) Cisco QAM Gateway Manager allows selection of the following interleave modes not supported by the Cisco uMG9820:

      8-FEC-I-128-J-5

      10-FEC-I-128-J-7

      12-FEC-I-128-J-7

      14-FEC-I-128-J-8

  If any of these interleave modes are selected, an SNMP error message is displayed.

  The workaround is to select only those interleave modes that are supported by the Cisco uMG9820:

      1-FEC-I-128-J-1

2-FEC-I-128-J-2

3-FEC-I-62-J-2

4-FEC-I-128-J-3

5-FEC-I-32-J-4

6-FEC-I-128-J-4

7-FEC-I-16-J-8

9-FEC-I-8-J-16

- CSCef61175

    In Ethernet Port view and the Configure VLAN dialog box, the Ethernet subnet mask is shown incorrectly.

    The workaround is to use the Telnet window and the **show running configuration** command to view the subnet mask for a given Ethernet port.

- CSCef68768

    (Cisco uMG9850 configuration only) There may be intermittent failures when using Cisco QAM Gateway Manager to copy a startup configuration from a device to a TFTP server or download a startup configuration from a TFTP server to a device.

    The workaround is to use the Telnet window and the **copy startup-configuration tftp** or **copy tftp startup-configuration** commands.

- CSCef69737

    (Cisco uMG9820 QAM Gateway configuration only) Changes made to the Session Close Timeout Value in Chassis view are not saved to the running configuration of the selected device.

    The workaround is to use the Telnet window and change the Session Close Timeout using the **video timeout session-close** command.

- CSCef69783

    In QAM Channel view, the Network Information Table (NIT) Packet ID (PID) shows the value 65535 if the NIT-PID is not configured.

- CSCef72917

    (Cisco uMG9850 configuration only) When using Cisco QAM Gateway Manager, the Cisco uMG9850 output power range is limited to 42 to 55 dBmV. The range should include the range of 45 to 58 dBmV for the situation in which only one QAM is enabled.

    The workaround is to use the Telnet window and the **video power** CLI command

Resolved Caveats - Release 1.0

This is the initial release of this product.

Related Documentation

The following documentation provides information relating to installing, configuring, and operating the Cisco uMG9820 QAM Gateway, Cisco uMG9850 QAM Module, Cisco Catalyst 4500 series switches, and Cisco QAM Gateway Manager.

Cisco uMG9820 QAM Gateway

- *Cisco uMG9820 QAM Gateway Installation and Configuration Guide for Release 2.2*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9820/9820icg2/index.htm

- *Release Notes for Cisco uMG9820 QAM Gateway, Release 2.2*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9820/9820rn20.htm

- *Cisco uMG9820 QAM Gateway Regulatory Compliance and Safety Information*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9820/9820rcsi.htm

- *Quick Start Guide—Rack-Mounting the Cisco uMG9820 QAM Gateway*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9820/9820rkmt.pdf

- *Quick Start Guide—Removing and Replacing a Fan Assembly in the Cisco uMG9820 QAM Gateway*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9820/20fanfru.pdf

- *Quick Start Guide—Removing and Replacing a Processor Card in the Cisco uMG9820 QAM Gateway*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9820/20profru.pdf

- *Quick Start Guide—Removing and Replacing a Power Supply in the Cisco uMG9820 QAM Gateway*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9820/20pwrfru.pdf

- *Quick Start Guide—Removing and Replacing a QAM Card in the Cisco uMG9820 QAM Gateway*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9820/20qamfru.pdf

Cisco uMG9850 QAM Module

- *Quick Start Guide—Installing the Cisco uMG9850 QAM Module*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9850/9850qsg.htm

- *Configuring the Cisco uMG9850 QAM Module*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9850/9850fm.htm

- *Release Notes for the Cisco uMG9850 QAM Module, Cisco IOS Release 12.1(20)EU1*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9850/9850rn11.htm

- *Cisco uMG9850 QAM Module Compatibility Matrix*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/umg9850/9850cmx1.htm

Cisco Catalyst 4500 Series Switches

- *Catalyst 4500 Series Installation Guide*

  http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/hw_doc/4500inst/index.htm

- *Catalyst 4500 Series Module Installation Guide*

  http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/hw_doc/mod_inst/index.htm

- *Catalyst 4500 Series Regulatory Compliance and Safety Information*

  http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/hw_doc/78_13233.htm

- *Catalyst 4500 Series Supervisor Engines and Switching Modules Installation Note*

  http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/inst_nts/gmdcf_nt.htm

- *Installation and Configuration Note for the Catalyst 4500 Series Supervisor Engine IV*

  http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/inst_nts/78_14496.htm

- *Installation Note for Fan Tray Assemblies in Catalyst 4500 Series Switches*

  http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/inst_nts/78_15335.htm

- *Catalyst 4500 Series Switch Cisco IOS Command Reference, 12.1(20)EW*

  http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/12_1_20/cmdref/index.htm

- *Catalyst 4500 Series Switch Cisco IOS Software Configuration Guide, 12.1(20)EW*

  http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/12_1_20/config/index.htm

- *Catalyst 4500 Series Switch Cisco IOS System Message Guide, 12.1(20)EW*

  http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/12_1_20/message/index.htm

- *Release Notes for the Catalyst 4500 Series Switch, Cisco IOS, 12.1(20)EW*

  http://www.cisco.com/univercd/cc/td/doc/product/lan/cat4000/relnotes/ol_2170.htm

Cisco QAM Gateway Manager

- *Cisco QAM Gateway Manager User Guide, Release 1.0*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/cqgm/cqgmug/cqmug_1/index.htm

- *Release Notes for Cisco QAM Gateway Manager for Release 1.0*

  http://www.cisco.com/univercd/cc/td/doc/product/cable/vod/cqgm/cqmrn.htm

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

• Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

  http://www.cisco.com/en/US/partner/ordering/index.shtml

• Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is "down," or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

  http://cisco.com/univercd/cc/td/doc/pcat/

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

  http://www.cisco.com/go/iqmagazine

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

  http://www.cisco.com/ipj

- World-class networking training is available from Cisco. You can view current offerings at this URL:

  http://www.cisco.com/en/US/learning/index.html